

LEASING ADVISOR

University Student Housing, LLC, a non-profit organization that manages on-campus housing for West Chester University, is seeking an experienced **Leasing Advisor** for leasing, marketing, billing and collection of rent and fees in our student housing communities. This is a fast-paced, results- driven environment with a team-oriented atmosphere, working collaboratively to maximize occupancy and collect rent for 3,000 residents each semester. The Leasing Advisor is responsible for ensuring policies and procedures are consistently adhered to, communications are sent in a timely manner, and data is entered accurately into the property management software on a daily basis. Our Leasing Advisors are adaptable, dependable, self- motivated and passionate.

Essential Job Functions:

- Oversee the leasing process, from start to finish; presenting and marketing our communities in a compelling way, overcoming objections, building relationships, and creating excitement.
- Ensure all rent is collected as due and that all charges are posted correctly to the property management software system.
- Respond to inquiries from residents and their guarantors in a timely manner.
- Maintain positive resident and University relations.
- Keep delinquency to a minimum and enforce company policies in that area.
- Maintain accurate resident database, accounts receivable, and accounts payable records.
- Communicate regularly with campus partners, whose operations affect collections, including but not limited to the Bursar's Office and Office of Financial Aid.

Requirements

- Bachelor's degree preferred or any equivalent combination of training and work experience which provides the required knowledge, skills and ability.
- Leasing experience in student housing or property management highly preferred.
- Must demonstrate a strong customer service focus to foster cooperative relationships both internally and externally.
- Effective oral and written communication skills.
- Ability to clearly communicate by email, phone, or in person to obtain and deliver detailed information.
- Ability to present complex information in a form that is easily understood by various audiences.
- Adept at handling sensitive and confidential information.
- Notice, interpret, and anticipate other's concerns or feelings, and communicate this awareness empathetically to others.
- Must have a valid driver's license, automobile insurance and daily use of a car as needed.

We are proud to offer a competitive salary of \$45,000 per year and a full benefit package such as paid time off, medical, dental and life insurance, and employer contribution to retirement plan. For details on available benefits, please refer to the Benefits Summary on our website www.wcufoundation.org/employment.

Please complete an application and submit a resume, letter of interest, salary requirements, and at least 3 references (including name, title, working relationship, phone number and email address) to our website at <https://ush.wufoo.com/forms/university-student-housing-employment-application/>. Review of applications will begin immediately and will continue until the position is filled.

Local applicants are strongly recommended.

University Student Housing, LLC is an Equal Opportunity Employer. Applicants for positions are considered without regard to race, creed, color, country of origin, sex, age, citizenship, disability, sexual orientation or any other protected characteristics established by law.